

Managing Conflict and Resistance in the Workplace



(Formerly Conflict Resolution)

Course Number: GI 165

Cost Per Person: \$99/Participating, \$188/Non-Participating

Eligibility: All

Instructor: Wright

Length: 8:30 am – 4:30 pm

Certificate Series: Leadership Development Certificate

Location: Des Moines, Hoover State Office Building, Level A

Scheduled Sessions:

September 27, 2016

November 17, 2016

January 17, 2017

May 16, 2017

Overview:

Conflict in an organization is inevitable. If not addressed and managed, conflict can cause significant damage to individuals, teams, and an organization. In this course, managers will explore the four DiSC dimensions and learn a simple, direct way to understand the different fears that drive much of the conflict and resistance they see. Each participant will complete a personal DiSC profile, which will help them understand their own behavior and how and when to adapt their behavior.

Objectives:

- Understand the impact that their conflict style has on other people
- Recognize how employees handle conflict differently than they do
- Be aware of fears and goals of their employees
- Identify and reduce the opposition and resistance of their employees
- Explore ways to improve their communication